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# Microsoft Certified Desktop Support Technician

## Description

This program contains a blend of technical courses, business skills courses and certification exams using a variety of delivery methods including [instructor led training](#), [mentored learning](#), [onlineAnytime](#) and group workshops. The included courses are: A+ Essentials, A+ IT Technician, MS 2261 Supporting Users Running the Microsoft Windows XP Operating System, MS 2262 Supporting Users Running Applications on a Microsoft Windows XP Operating System, Excellence in Technical Customer Service and a choice of Effective Business Writing OR Effective Presentations OR Career Skills. ***This program includes all courseware, simulations, practice exams and certification exams.***

## Skills

Students who successfully complete this program and pass the two CompTIA A+ and the two Microsoft certification exams will possess the knowledge and skills essential for a successful mid level Desktop Technician. Students will also have industry recognized CompTIA and Microsoft Certifications. These certifications confirm a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking as well as the ability to implement, manage, and troubleshoot existing Windows-based systems. These certifications are an ideal foundation for many other IT careers and certifications.

## Courses

### Technical Courses

- [A+ Essentials](#)
- [A+ IT Technician](#)
- [MS 2261 Supporting Users Running the Microsoft Windows XP Operating System](#)
- [MS 2262 Supporting Users Running Applications on a Microsoft Windows XP Operating System](#)

### Business Skills Courses

- Excellence in Technical Customer Service
- Business Skills Elective (Select two from the list below):
  - Effective Business Writing
  - Effective Presentations
  - Career Skills

## Certifications

- [CompTIA A+](#)
- [Microsoft MCDST](#)
- [Microsoft MCP](#)



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## Microsoft Certified Desktop Support Technician

### Hours of Instruction

#### Program Length / Class Frequency

- Since this course uses a variety of delivery methods; scheduling, class frequency and program length are flexible.
- Students will work with a Training Advisor to make set up a schedule which meets their needs and the program requirements.
- Estimated program length: 3 to 4 months

### Total Hours

- Clock hours are based on an average of 50 minutes per scheduled hour
- Clock hours = 120

### Program Cost

- **Total Cost = \$4,599**
- Cost includes all courseware, simulations, practice exams and certification exams.